



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

JOB ANNOUNCEMENT

POSITION TITLE: Investigator 1
(Bargaining) **PCN:** 100623

DEPARTMENT/LOCATION: Quality Support/Northland **P. R.:** 03

REPORTS TO: Investigator Supervisor 1

RESPONSIBILITIES: Utilize department databases; receive, obtain and enter information regarding overpayment of claims for public assistance. Locate and notify clients who were overpaid; ensure accuracy of information; compile and copy information; and place records in case files. Initiate collection activities; make payment arrangements with clients; deduct payments from client benefits; provide information to clients regarding collection activities and payment plans. Maintain documentation of all collection activities; maintain files of correspondence, program records, legal documents, completed payment plans etc.; request information from other departments as necessary to complete department records/files; prepare appeal summaries and attend state hearings.

MINIMUM QUALIFICATIONS: A high school diploma or GED with some college coursework is required; supplemented by two (2) years of experience in collections, customer service or related field; or any equivalent combination of training and experience

STARTING SALARY: \$12.04 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Friday, June 17, 2016

DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY: Thursday, June 23, 2016

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Thursday, June 30, 2016

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

-EOE-